

ITEAMS Frequently Asked Questions

General Information:

1. What is ITEAMS and what does it mean?

Response: *ITEAMS (Inventory Tracking and Electronic Asset Management System) is a commercial, off-the-shelf (COTS) application designed by Upp Technology. DSHS is building on the existing features of the application and adding configurations to manage:*

Immunization, Texas Vaccines for Children's enrollees' vaccine reporting requirements; Emergency Preparedness and SNS (Strategic National Stockpile); and Pharmacy Branch ordering, inventory, warehousing and distribution operations for medications and medical supplies for DSHS programs, including Tuberculosis, Sexually Transmitted Diseases (STD), Hansen's Disease, HIV, Refugee Health Screening and other DSHS programs.

In addition to the distribution and warehouse features, ITEAMS will interface with various program databases and applications.

2. Why was ITEAMS created?

Response: *ITEAMS replaces the current Pharmacy Inventory Control System (PICS). PICS cannot meet the ongoing and expanding business requirements or increase of users within the multiple DSHS programs. Therefore, it is necessary to develop a more robust system to support existing and future program demands and requirements.*

3. Who will use ITEAMS?

Response: *ITEAMS is used by public health care entities as well as health care professionals in the private sector enrolled or participating in the various programs.*

4. Do we have to use ITEAMS?

Response: *Yes. In order to receive vaccines, medical sundries or pharmaceuticals from any program supported by ITEAMS, providers are required to use ITEAMS. The level of participation is determined by the various programs.*

5. What is the difference between the Texas Vaccines for Children's Electronic Vaccine Inventory (EVI) system and ITEAMS?

Response: *Texas Vaccines for Children (TVFC) providers uses the web-based portal, EVI to complete their reporting requirements and order vaccines. This information feeds into the ITEAMS application where authorized Immunization staff at the local health department or health service regional level conduct quality assurance review of the data and authorizes orders to be filled.*

6. What improvements can we expect with the new system?

Response: *ITEAMS allows users to order, track inventory and manage their inventory with a user-friendly, more robust, and faster multi-faceted system.*

7. Why are we replacing PICS if it works fine for our Program?

Response: *Although PICS may meet the needs of some programs with limited requirements or a small number of users, it did not support the Pharmacy's or larger programs' requirements.*

8. Will other programs be using EVI?

Response: No. EVI will only be used by TVFC providers; however, other programs will have a similar web-based portal where individuals, clinics and/or providers can complete their reporting requirements and/or order products. If you have specific questions regarding your program requirements, please contact your program's Point of Contact/POC (see below).

Programs	Point of Contact (POC)
Hansen's Disease	Kirbi Woods_ Kirbi.Woods@dshs.state.tx.us (512) 776-6608
Immunization– Texas Vaccines for Children Program	Maribeth Bartz-Sexton_ Maribeth.Bartz@dshs.state.tx.us (254) 771-6777
Pharmacy Branch	Carli Gingerich_ Carli.Gingerich@dshs.state.tx.us (512) 776-6095
Refugee Health Screening	Amira Sutton Amira.Sutton@dshs.state.tx.us (512) 533-3137
Sexually Transmitted Disease	Tammy Foskey_ Tammy.Foskey@dshs.state.tx.us (512) 533-3020
Strategic National Stockpile (SNS)	Michael Poole_ Michael.Poole@dshs.state.tx.us (512) 776-7695
Tuberculosis (TB) Elimination	Jose Reyes Jose.Reyes@dshs.state.tx.us (512) 533-3164
Zoonosis Control	Dr. Beverlee Nix Beverlee.Nix@dshs.state.tx.us (254) 771-6762

9. Will we be ordering through a website or will we have to install software?

Response: ITEAMS is a web-based application. If you are running IE Version 10.0 you must run it in compatibility mode. The minimum computer requirements are:

DESCRIPTION	MINIMUM REQUIREMENT
Processor	Pentium® III or equiv.
CPU Speed	1GHz
RAM (MB)	512
Hard Drive (IDE or SCSI)	20 GB Minimum
Video Card	1024 x 768 @ 32,000 colors minimum resolution
Operating System (minimum)	Windows® 98
Operating System (suggested)	Windows® XP
.Net Framework	2.0 (version 2.0 required)
Browser	IE 7 & higher*
Network Card	Standard Ethernet of 100mb/s or higher

Communication/Training:

1. Will we have training for the new system?

Response: *Training will be available for the new system prior to the 'Go live' date. Users will be trained via webinar with written training materials available for reference.*

2. Will we still contact the PICS Help Desk for questions or issues?

Response: *For questions or issues pertaining to PICS, continue to contact the Pharmacy Help Desk. for questions or issues pertaining to PICS.*

For ITEAMS questions or issues: *The Texas Vaccines for Children program continues to use the Vaccine Call Center as a centralized help desk. Any questions or issues with regard to vaccine orders should be directed to the appropriate local health department, health service region or the Vaccine Call Center @ 1-888-777-5320.*

As additional programs are rolled out, their customers will be directed to program specific help desk contacts with various programmatic subject matter experts available to assist the end users.

3. Whom do we contact for questions and information regarding ITEAMS?

Response: *The project's goal is to provide on-going communication using various mechanisms to provide information to our 'customers' and DSHS management on the progress of the project. An ITEAMS website has been developed and is available: <http://www.dshs.state.tx.us/iteams/>. Please 'surf' the website to review (to name a few) the monthly project status report and timeline. Also, the website offers an opportunity to sign up for an eGov account to receive an email when the website is updated.*

Specific information/questions related to a particular program should be directed to the appropriate program's POC.

Functionality:

1. To whom will we report system errors or shipping errors?

Response: For PICS system or shipping errors, continue to contact the Pharmacy Help Desk.

For ITEAMS system or shipping errors: The Texas Vaccines for Children program continues to use the Vaccine Call Center as a centralized help desk for any questions or issues. However, for TVFC, the first line of contact should be directed to the appropriate local health department, health service region. As additional programs are rolled out, their customers will be directed to a program specific help desk contacts with various programmatic subject matter experts available to assist the end users.

2. Will ITEAMS be connected (interfaced) with TWICES? Other systems?

Response: No. The project requirements allow for ITEAMS to interface with various DSHS databases and applications. However, ITEAMS will not interface with TWICES. When attempting to interface PICS and TWICES it resulted in jeopardizing the quality of the data being shared between the two systems and resulted in too much additional workload for the field staff. After consultation the project team decided until the TWICES architectural base is upgraded, the risk was not worth the return.

3. Once our program has implemented ITEAMS, will we receive our medication orders within 1-2 working days?

Response: The turnaround time for orders/shipments will vary from program to program. As with any new implementation/process, initially the time may be longer due to new systems, new processes and possibly new roles. The project team will make every effort not to hinder operations needed to provide services to our clients. During the planning process with the specific programs, please voice your concerns. Every effort will be made to avoid any disruption to client services!

4. As far as vaccines, we are an 'adult only' clinic and do not administer vaccines to anyone under the age of 19. Are we going to be able to order our vaccines earlier on ITEAMS since STD has not implemented ITEAMS yet?

Response: As of September 1, 2010, all providers enrolled to receive pediatric and/or adult vaccines had the capability to record inventory and order federal and state-supplied vaccines. If you are experiencing problems with ordering any vaccines, please contact your local health department, health service region or the Vaccine Call Center @ 1-888-777-5320.

5. Will we be able to scan our inventory using bar code scanners?

Response: The project requirements allow for bar code scanning technology for the DSHS Pharmacy site only. Additional capability to utilize bar code scanning is outside the scope of this project.

6. Whom do we contact if we want to make changes, recommendations or enhancements after using ITEAMS?

Response: As we completed each program's requirements we solicited input from our customers and program management. However, because ITEAMS is a commercial, off-the-shelf (COTS) application and the project must be completed within the assigned dollar amount there were limits to the amount of customization. At this time, we are not accepting any changes or recommendations to modify the software.

Transition to ITEAMS:

1. When will the new system replace PICS and will we be notified about the transition?

Response: *ITEAMS will be fully implemented as of July 1, 2013. There are plans and communication coming forth on how and when PICS will stop receiving orders.*

2. Will our program's information or data from PICS be transitioned over?

Response: *The vendor is loading users, program items and sites into the software. There will be a defined process communicated to each program's POC on how to add new users, items and sites can be added to ITEAMS. This information should be communicated out from the program to each end user.*

3. How will our current inventory values transfer to ITEAMS?

Response: *Each program will receive specific instructions/training on how to add inventory into the new system on July 1, 2013. Prior to the rollout, there will be no pre-load of inventory quantities added to ITEAMS.*

4. If you are a current PICS user, how will you get access to ITEAMS?

Response: *As stated earlier, the vendor is pre-loading existing PICS users to the software prior to the implementation date of July 1st. Each program's POC will receive instructions to be distributed to their defined users on how to access the software.*